

# LEGAL ASSISTANT ROLE

## Role Summary

The Legal Assistant Role consists of two grade levels (10 and 11). The incumbents perform work in support of a wide variety of legal activities within the Office of Dispute Resolution (ODR) and Legal Services. Activities involve preparation of department legal documents and related documents and/or correspondence for the hearings examiner's or attorney's signature. Incumbents develop and maintain a customized legal database, dockets, and legal files. Primary contacts are with the director, dispute resolution officer, department management, court and law enforcement personnel, court reporters, attorneys, taxpayers and/or their representatives, accounting and legal staff, federal and state agency representatives, Governor's Budget Office, legislators and legislative staff, business and professional organizations, local government representatives, and other internal/external customers.

## Working Conditions

Work often involves high stress situations due to work deadlines and volume. Extensive computer and keyboard use.

## Education and Experience

- Grade 10: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and two years of administrative support experience including six-months experience with research; legal language, forms, and documents; and state and federal court rules. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 11: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school or legal-related vocational curriculum and three years of experience including research; legal language, forms, and documents; state and federal court rules; development and preparation of committee minutes suitable for publication; reviewing, editing, and proofing key documents; or serving as a liaison between management and outside organizations. Other combinations of education and experience will be evaluated on an individual basis.

## Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis,

experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.

- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

## **Grade Levels**

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

### **Grade 10**

#### Predominant/Essential Duties

- Draft and format legal and administrative documents. Proofread and edit documents for content, language, format, and appropriate legal citation based upon court order, statute, the Harvard Blue Book, and the Association of Legal Writing Director's (ALWD) federal citatory.
- Conduct routine pre-trial investigation in locating and issuing subpoenas for individuals and records; assist in pre-trial preparation; coordinate preparation for depositions and hearings; and prepare legal documents.
- Assist department attorneys, hearing examiners, court and law enforcement personnel, pro se litigants, and internal customers with legal case management and legal procedure.
- Assist with research inquiries as necessary to provide timely response.
- Assist in the maintenance of customized legal database system for all litigation and legal matters and corresponding dockets and hard files for each litigation matter.
- Provide legislative support for assigned divisions. Distribute information and updates on legislative issues, policies, guidelines, rules, laws, and procedures to internal customers.
- Responsible for maintaining day-to-day office maintenance functions.
- Responsible for special projects as assigned.

### **Grade 11**

#### Predominant/Essential Duties

- Draft administrative rule documents, screen for potential legal problems, act as a liaison for the administrative rule committees, and maintain department rulemaking schedules.
- Draft, format, review, and finalize notices for amendment, repeal, transfer, or adoption of administrative rules for filing with the Secretary of State.
- Draft, review, and finalize quarterly replacement pages for administrative rules for filing with the Secretary of State.

- Maintain register for status for all proposed rule amendments, adoptions, declaratory rulings, and replacement pages.
- Interpret and explain guidelines for development of policies to management committees, division administrators, and employees.
- Review draft procedures for completeness and accuracy and coordinate changes with assigned committee.
- Ensure appropriate procedure and rules are observed and filings are accepted.
- Review legal pleadings, documents, and correspondence in judicial cases to ensure all court requirements are met. Review work of other legal assistant staff for compliance with court procedure and rules, administrative rules, and department policy and procedure.
- Perform legal research and provide analysis and summaries for attorneys review.
- Draft, coordinate, and monitor all department contracts and leases.

### **Competencies and Degrees of Proficiency**

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

## Competency/Proficiency Chart – Legal Assistant Role

Competencies	Grade 10 Under Guidance	Grade 11 Minimal Guidance
Demonstrated ability to think creatively and recommend innovative solutions.	B	C
Demonstrated skill and ability to maintain office equipment and resources.	B	N/A
Demonstrated skill and ability to work on multiple tasks.	B	C
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	B	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	B	C
Demonstrated knowledge of individual tax types and their relationships within the organization.	A	B
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies, and procedures relative to the role.	A	B
Demonstrated analytical skills relative to the role.	N/A	A
Demonstrated skill and ability in legal research.	B	C
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	A	B
Demonstrated skill, ability, and knowledge of legal guidelines, rules, practices, and procedures.	B	B
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	C	C

### Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.